



Since the early 1990's, when communication technologies began to explode, enterprises have integrated these innovations with their computer networks to improve productivity and efficiency.

The Interactive Voice Response server (IVR), linking the telephone and the computer, is an inevitable communication capability in any modern enterprise.

**GlobalComServer**, with the **VoiceServer32 module**, is an innovative and powerful IVR solution !

Using the latest "object oriented" technology, **VoiceServer32** allows a fast implementation and an effective result.

Easy to install and manage, compatible with all PBX, VoiceServer32 will grow with your needs.

#### Some uses

- ◆ Call centers, to respond to customers' multi-media requests rapidly and at low cost
- ◆ Any enterprise, to improve its Customer Service (accessibility 24/7, with a personalized link with the enterprise's data base)
- ◆ Mobile people, to stay in permanent communication with their office and their customers .

#### *New generation IVR server*

IVR scenario development is fast and easy to maintain, thanks to VBscript and Jscript standard language, and the best available 'Text To Speech' technology.

Based on a graphic editor, VoiceServer32 scenario creation and maintenance is child's play ! More than 1000 object functions allow programming of cards, lines, calls, data base access ...

**An interpretive language allows real time modification and testing of your scenarios.**

#### *GCS VocalMail Connector*

**GCS VocalMail** gives you voice access to your MS Exchange or Lotus Notes enterprise E-mail, 24 hours a day, 7 days a week. When travelling, just call your GCS unified messaging server; after identification listen as VocalMail reads your incoming messages.

**GCS VocalMail** will tell you how many messages you have received, their type (*Fax, E-Mail, Voice message*), the sender, and the subject. A voice menu will allow you to either have a whole message read to you by using "Text to Speech" , or transfer it to the nearest fax machine by entering the number on the phone keypad, or to read the next message.



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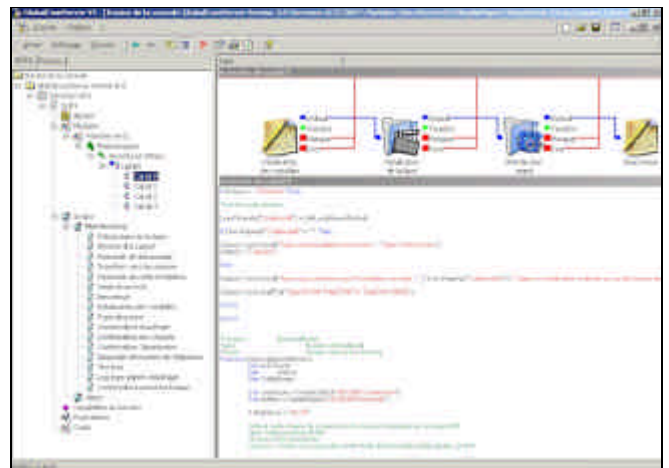


### Unified messaging

The VoiceServer32 module, integrated in the GlobalComServer communication system, can make use of all the FaxServer32, EmailServer32, TelexServer32, SmsServer32 functions, letting you control all of your messaging mediums by telephone.

Characteristics
MMC administration interface
'Text To Speech'
Active Directory integration
Multi-site and Multi-server management
VBScript, Jscript language, C#Script, others ...
Script editor
Execution security for each script
On line help, 'Intellisense'
.NET environment
DTMF capabilities
Audio format management : Wav, PCM, Mpeg, Linear
Incoming/outgoing call management
Telephone conferencing
Call forwarding
Access to local or remote data bases via ODBC
Line identifier management ( Caller ID, Called ID)
Call logging management and customization
Usage statistics management and customization
GlobalComServer integration ( Fax, Email, Telex, SMS)
PBX compatibility

Platform
Windows 2000 Server
Pentium III 600 Mhz
256 Mb Ram
Minimum 300 Mb disc
Analog, BRI, PRI, Brooktrout card



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